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Qwest Corporation
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Kenneth T. Cartmell
Executive Director - Federal Regulatory

July 27, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

RE: CFR 47, Section 63.100
Final Service Disruption Report, Flagstaff, Arizona
FLGSAZMADS0

Dear Mr. Hatfield:

On June 27, 2000, Qwest¹ experienced a Service outage in Flagstaff, Arizona. In accordance with the reporting rules, CFR 47, Section 63.100, enclosed is Qwest's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,

Attachments

cc: Mr. Robert Kimball
Mr. Doug Sicker

¹ On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

Final Service Disruption Report

Reporting Company: Qwest¹

Location of Disruption: Flagstaff, Arizona

FLGSAZMADS0

1. Date and Time of Incident:

June 27, 2000 at 2330 MDT.

2. Geographic Area Affected:

The Central Offices serving Flagstaff Main (FLGSAZMADS0), Flagstaff South (FLGAZSORS1), Ashfork (ASFKAZMARS1), Grand Canyon (GRCNAZMARS1), and Williams (WLMSAZMARS1), Arizona were affected.

3. Estimated Number of Customers Affected:

Approximately 36,600 Qwest customers were affected by the outage.

4A. Types of Services Affected:

InterOffice services were affected.

4B. 911 Service Affected:

911 service was not affected by the event.

5. Duration of Outage:

Service was restored at 0059 PDT. The total duration of the outage was 1 hour and 28 minutes.

6. Estimated Number of Blocked Calls:

There were approximately 8,900 blocked calls.

7A. Root Cause of the Incident:

- ◆ The root cause of the incident was an error in a Method of Procedure (MOP).
- ◆ On June 27, 2000, the Central Office Technician (COT) in the Flagstaff Main central office was in the process of extracting data onto tape for the Qwest Information Systems organization. This process extracts data from the 5ESS switch modules onto disk files within the switch. These files are then downloaded to tape and mailed to the Qwest Information Systems organization to update their files. The COT performing the work incorrectly read the process and performed a command which removed all files from the root portions of the disks where pertinent information for operations is stored. The result of this action was isolation of the switch from SS7 and all toll service. Local call processing was not affected.

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7B. Name and Type of Equipment:

Lucent Technologies 5ESS

7C. Specific Part of Network Affected:

Central Office Switch

8. Method(s) Used to Restore Service:

◆ A restoration bridge with Qwest Technical Support and the vendor was activated immediately to restore the files to the root portion of the disks. It was determined that the switch would need to be reloaded from tape. Once the office was reloaded from tape, a series of 54 commands were performed to reinitialize the switch.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of the outage:

◆ Use of this extraction process was suspended in this office and all other offices until NROC Technical Support and Systems could rewrite the procedures. This rewrite includes safeguards added to prevent recurrence.

10A. Applicable Best Practice(s):

Qwest reviewed *Network Reliability: A Report to the Nation, June 1993* and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B - Signaling Network Systems

Reference 6.1.1 -Root Cause Analysis

10B. Best Practice(s) Used:

Section B - Signaling Network Systems

- Reference 6.1.1 -Root Cause Analysis

10C. Analysis of Effectiveness of Best Practice(s):

Section B - Signaling Network Systems

Reference 6.1.1 -Root Cause Analysis

While this reference is specific to Signaling networks, Qwest currently requires a root cause analysis on all significant network failures.

Contact Person:

Kenneth Cartmell, Executive Director - Federal Regulatory

Qwest

1020 19th Street, NW, Suite 700

Washington, D.C. 20036

Telephone (202) 429-3136

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FCC INITIAL REPORT
U S WEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

[] 120 MINUTE REPORT [X] 3 DAY REPORT

ACR #: AZ.000628.002

Date Of Incident: 06/27/00 Time Of Incident: 23:30:51 MST

Geographic Area Directly Affected: FLAGSTAFF, ARIZONA
(Cities, LATA(s), States(s))

CLLI code(s) for affected area: FLGSAZMADJB

Estimated Number of Customers Affected: 36,510
(i.e. Access lines in the switch, LATA(s) or States(s))

Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): TOLL

Duration of Outage(Hours & Minutes): 1 HR 28 minutes and 20 seconds

Estimated Number of Blocked Calls: 3,560

Apparent Cause of Incident: Under Investigation

Method Used to Restore Service: UNKNOWN

Steps Taken to Prevent Recurrence: Under Investigation

CONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
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Tim Mason
Vice President - NROC
Ph: (303) 707-5100
U S WEST
700 W. Mineral, Littleton, CO 80120

-or-
Dave Rygh
Director - Network Management Center
Ph: 303-707-5608
U S WEST
700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 06/28/00

Time Reported to FCC: 09:05 MST

Person Faxing Report: Manuel Baldwin

(Include AM/PM, Time Zone)

Time Confirmed with FCC: _____

Telephone Number: 800-879-1200 #2

FCC Contact Name: _____

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975

Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278

(To be used only at the direction of the Primary Fax Monitoring Watch Officer)

Also FAX to: U S WEST Federal Relations Office at (202) 296-5157

Also FAX to: Karen Eccli/Jane Quigley (303) 707-2229

Also FAX to: Glenda Weibel (206) 345-2129

Also FAX to: Bev Sharpe (303) 694-1719

Form Issue Date: 01/25/00

